

Table of Contents

Introduction

Chapter 1: Licensing requirements

1-1	Registering a repair facility	1
	1-1.1 Requirement.....	1
	1-1.2 Exemptions.....	1
	1-1.3 Other licensing requirements.....	1
	1-1.4 Reporting unlicensed repair facilities or mechanics.....	2
1-2	Registration application	2
	1-2.1 Registration form.....	2
	1-2.2 Original application fee.....	3
	1-2.3 Expiration of registration.....	3
	1-2.4 Unrenewed registration.....	3
	1-2.5 Renewal pending.....	4
	1-2.6 Renewal fee.....	4
	1-2.7 Late fee.....	4
	1-2.8 Auxiliary facility.....	4
1-3	Replacement registration	5
	1-3.1 Directions.....	5
	1-3.2 Replacement fee.....	5
1-4	Business hours	5
	1-4.1 Requirement.....	5
	1-4.2 Change in business hours.....	6
1-5	Change of address, business name or business ownership	6
	1-5.1 Change of address requirement.....	6
	1-5.2 Change of business name requirement.....	6
	1-5.3 Change of ownership requirement.....	6
	1-5.4 Individual ownership.....	6
	1-5.5 Partnerships.....	7
	1-5.6 Corporations, limited liability companies (LLC) and trusts.....	7
1-6	Certified mechanics	7
	1-6.1 Authorization.....	7
1-7	In-transit repair plates	7
	1-7.1 Authorization.....	7
	1-7.2 Use.....	7
1-8	Consumer information sign	8

1-8.1 Requirement.....	8
1-9 Right to replaced parts.....	8
1-8.1 Requirement.....	8

Chapter 2: Record keeping requirements

2-1 Required records.....	1
2-1.1 Authorization.....	1
2-1.2 Required documents.....	1
2-1.3 Violation of record keeping requirements.....	2
2-1.4 Late model major component parts.....	2
2-1.5 Content requirements.....	3
2-1.6 Air bag requirements.....	4
2-2 Authorization for Police Book.....	5
2-2.1 Description.....	5
2-2.2 Use.....	5
2-2.3 Dismantled vehicle requirements.....	5
2-3 Dismantled vehicles.....	5
2-4 Salvage vehicles.....	6
2-5 Disposing of a salvage vehicle.....	6
2-6 Other record requirements.....	6
2-6.1 Authorization.....	6
2-6.2 Specific parts.....	6
2-6.3 Content requirements.....	7
2-6.4 Inspection.....	8
2-6.5 Violation.....	8
Major component parts record.....	9

Chapter 3: Body shops

3-1 Certification.....	1
3-1.1 Collision-related mechanical repair.....	1
3-1.2 Unitized body structural repair.....	1
3-2 Body shop inspections.....	2
3-3 Major component parts.....	2
3-4 Major component part record.....	3
3-4.1 Requirement.....	3
3-4.2 Record retention.....	4
3-4.3 Electronic record keeping.....	4

3-5	Estimate and invoice body shop compliance criteria	4
	3-5.1 Pre-repair estimate	4
	3-5.2 Post repair invoice.....	5
3-6	Retention of damaged parts	5
3-7	Salvage vehicles	5
3-8	Disposing of a salvage vehicle	5
3-9	Class C or R dealer and body shop	6

Chapter 4: Pre-repair requirements

4-1	Estimates	1
	4-1.1 Requirement.....	1
	4-1.2 Components	1
	4-1.3 Exceeding an estimate	1
	4-1.4 Drop-off vehicles.....	2
	4-1.5 “No charge” estimate	2
	4-1.6 Diagnostic estimates	2
	4-1.7 Electronic estimates	2
4-2	Waivers	3
	4-2.1 Use of waivers	3
	4-2.2 Waiver of estimate.....	3
	4-2.3 Emergency waiver	4
	4-2.4 Long term waiver	5
4-3	Defining the customer in insurance-paid transactions	6
	4-3.1 Definition	6
	4-3.2 Authorization	6
	4-3.3 Additional repairs.....	6
	4-3.4 Other considerations	6

Chapter 5: Work in progress requirements

5-1	Amended estimates	1
	5-1.1 Requirements	1
	5-1.2 Verbal authorization.....	1
5-2	Diagnostic equipment	1
	5-2.1 Performance	1
5-3	Sublet repairs	2
	5-3.1 Mechanic certification	2
	5-3.2 Sublet part repair	2

5-4	Unfair and deceptive practices	2
	5-4.1 Requirement.....	2
	5-4.2 Prohibited practices	2

Chapter 6: Post-repair requirements

6-1	Final invoices	1
	6-1.1 Requirement.....	1
	6-1.2 List of items	1
6-2	Replaced parts	2
	6-2.1 Requirement.....	2
	6-2.2 Exceptions	2
	6-2.3 Time factor	3
	6-2.4 Exchange (core) agreement.....	3
	6-2.5 Explanation of parts replacement	3
6-3	Garage keeper’s lien	3
	6-3.1 What is a garage keeper’s lien (GKL)?.....	3
	6-3.2 Applying for a garage keeper’s lien	4
	6-3.3 Prohibition	6
	6-3.4 Penalties.....	6
6-4	Garage keeper’s liability	6
	6-4.1 Vehicle damage.....	6
	6-4.2 Written statement	6

Chapter 7: Mechanic certification requirements

7-1	Motor vehicle mechanics	1
	7-1.1 Requirement.....	1
	7-1.2 Specific types	1
	7-1.3 Applying for a mechanic certificate	1
	7-1.4 Fees	1
	7-1.5 Revocation, suspension, or denial of certification	2
	7-1.6 Reporting unlicensed mechanics.....	3
7-2	Repair categories	3
	7-2.1 Automobile and light truck certification categories.....	3
	7-2.2 Heavy-duty truck certification categories.....	4
	7-2.3 Other certification categories.....	4
7-3	Mechanic certification testing	4
	7-3.1 Requirement.....	4
	7-3.2 Master automobile mechanic.....	5
	7-3.3 Master heavy-duty truck mechanic.....	5

7-3.4	Specialty mechanic.....	5
7-4	Display of certificate.....	5
7-4.1	Requirement.....	5
7-4.2	Certificate information on final invoice	5
7-5	Certification renewal	5
7-5.1	Effective date.....	5
7-5.2	Renewal procedure	5
7-5.3	Online quick renewal	6
7-5.4	Performing repairs after expiration date	6
7-5.5	Late fee	6
7-5.6	Replacement certificate	6
7-6	Mechanic recertification (engine tune-up, electrical & braking systems)	7
7-6.1	Requirement.....	7
7-6.2	Expiration date and schedule	7
7-7	Mechanic trainee permits.....	8
7-7.1	Authorization	8
7-7.2	Application procedures.....	8
7-7.3	Replacement permit	9
7-7.4	Permit and certificate information on final invoice	9
7-8	Sublet part repair (bench work).....	9

Chapter 8: Motor vehicle mechanic repair categories

8-1	Requirement.....	1
8-2	Automobile and light truck under 14,000 pounds gross vehicle weight.....	1
8-2.1	Automobile and light truck engine repair	1
8-2.2	Automobile and light truck engine tune-up/performance	2
8-2.3	Automobile and light truck front end, suspension and steering systems	2
8-2.4	Automobile and light truck brakes and braking systems.....	2
8-2.5	Automobile and light truck automatic transmission.....	3
8-2.6	Automobile and light truck manual transmission, front/rear drive axles.....	3
8-2.7	Automobile and light truck electrical systems	3
8-2.8	Automobile and light truck heating and air conditioning.....	4
8-2.9	Collision-related mechanic repair	4
8-2.10	Unitized body structural repair	4
8-2.11	Pre-1973 vehicle repair	5
8-3	Heavy-duty trucks over 14,000 pounds GVWR	5
8-3.1	Heavy-duty truck (gasoline) engine repair	5
8-3.2	Heavy-duty truck (diesel) engine repair	5
8-3.3	Heavy-duty truck drive train.....	5

8-3.4	Heavy-duty truck brakes and braking systems	5
8-3.5	Heavy-duty truck suspension and steering systems	6
8-3.6	Heavy-duty truck electrical systems	6
8-4	Motorcycle	6
8-5	Recreational trailer	6
8-5.1	Definition	6
8-6	Repair category charts	6
8-6.1	Automobile and light truck areas of repair key.....	6
8-6.2	Automobile and light truck areas of repair key and chart.....	7
8-6.3	Heavy-duty truck areas of repair key	8
8-6.4	Heavy-duty truck areas of repair key and chart	8
8-7	Mechanic certification requirements involving sublet repairs	9
8-7.1	Vehicles sublet to another facility for major repairs	9
8-7.2	Components (engine or transmission) sublet to another facility repairs	9
8-8	Minor repairs	10
8-8.1	Definition	10
8-8.2	Automobile and light truck areas of minor repair key and chart.....	10
8-8.3	Heavy-duty truck areas of minor repair key and chart	11

Chapter 9: Working with regulatory monitoring division (RMD)

9-1	Investigations	1
9-1.1	Authorization	1
9-1.2	Investigations	1
9-1.3	Timely and favorable responses.....	2
9-2	Violations	2
9-2.1	Restitution	2
9-2.2	When violations are alleged	2
9-2.3	Disciplinary action.....	2
9-2.4	Disputes	3
9-2.5	Violation retention.....	4
9-3	Audits	4

Frequently asked questions..... Q-1

Appendix A: Consumer information sign..... A-1

Appendix B: Waiver of estimate..... B-1

Appendix C: Notice of parts return C-1

Appendix D: Estimates D-1

Appendix E: Written invoiceE-1

Glossary of terms G-1